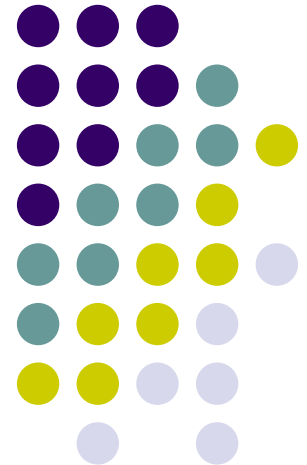


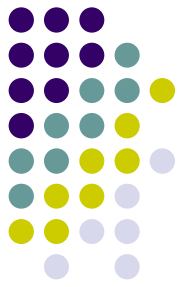
The Use of Outside Services in Idaho's Assisted Living Facilities

Presented by The Idaho Dept of Health and Welfare (Bureau of Facility Standards) and

IHCA QI Committee

January 30, 2007





Today's Speakers....

- Jamie Simpson, BS, QMRP, MBA
 - Residential Community Care Supervisor
 - Bureau of Facility Standards, Dept H/W

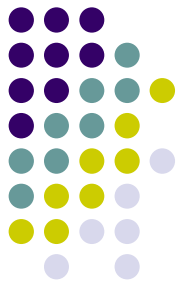
Debby Ransom, RN, RHIT

Bureau Chief, Facility Standards, Dept H/W

Sheri Rogers, RN Consultant

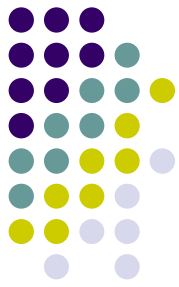
Western Health Care Corp.

Idaho Health Care Association, QI Committee



Objectives

- Discuss how to ensure that residents in Idaho's Assisted Living facilities are receiving appropriate quality services.
- Discuss how to deal with emergency situations in the AL
- Discuss how to work effectively with outside agencies, such as Home Health, Hospice and Staffing Agencies



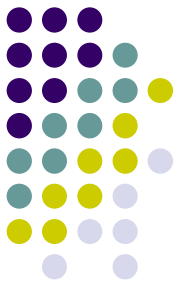
Resources

- Idaho Health Care Association
 - www.ihca-net.org or 343-9735
 - Refer to this site for slides of this presentation
 - Monthly updates about IHCA
 - Link to NCAL (National Centers for Assisted Living) and AHCA (American Health Care Association)



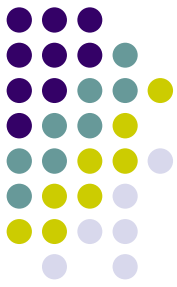
Resources

- Bureau of Facility Standards Website
- www.facilitystandards.idaho.gov
- The Assisted Living site also includes training modules, survey results, technical guidance and best practice information



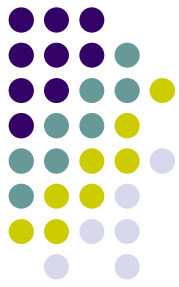
Resources

- Bureau Email:
fsb@dhw.idaho.gov
- Email questions are welcome.
Include email address for a response.



Resources

- Jamie Simpson, BS, QMRP, MBA
- Residential Community Care Supervisor
- 208-334-6626



Resources

- Information related to Hospice Benefit

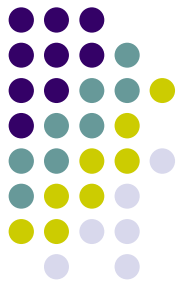
<http://www.cms.hhs.gov/manuals/Downloads/bp102c09.pdf>

Hospice Rules:

http://cms.hhs.gov/manuals/Downloads/som107ap_m_hospice.pdf

Home Health Rules:

http://cms.hhs.gov/manuals/Downloads/som107ap_b_hha.pdf



Why Are We Here?

- Survey Issues requiring correction
- Complaints from residents/families/advocates and outside agencies
- Concerns/Questions from facility staff
- Confusion over the AL Rules
- Need for clarification related to calling 9-1-1, dealing with hospice residents, handling staffing issues and DC/Transfer refusals.

IDAHO RESIDENTIAL CARE OR ASSISTED LIVING ACT 39-3301

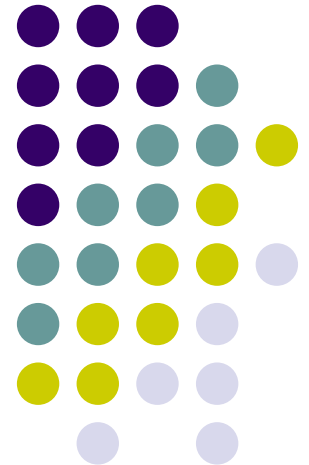


LEGISLATIVE INTENT AND DECLARATION. The purpose....is to provide a humane, safe, and homelike living arrangement for adults who need some assistance with activities of daily living and personal care but do not require the level of care identified under section 39-1301(b), other than for short exceptional stays..... 39-3349.

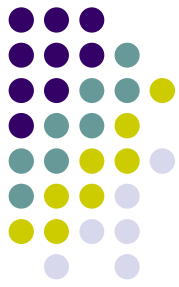
RESPONSIBILITY FOR INSPECTIONS AND TECHNICAL ASSISTANCE. The licensing agency shall inspect and provide technical assistance to residential care or assisted living facilities. The department may provide consulting services upon request to any residential care or assisted living facility to assist in the identification or correction of deficiencies and in the upgrading of the quality of care provided by the facility.

Contracted Staff and Services in Assisted Living

Hospice and Home Health
Contracted Nursing
Agency Staffing



Hospice and HH Contract



- Applies to any agency providing services in the building
- Ensures coordination with with AL staff
- Provide copies of Care Plan and Updates
- Provide copies of notes

Hospice Home Health Contract

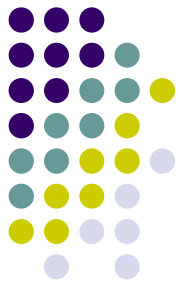


- Professional liability insurance
- Helps to assure only Qualified Staff are being used (Licensed, passed background check, trained in infection control and abuse reporting)
- Establish criteria for when resident is no longer appropriate for Facility and each entity's role in ensuring a smooth transition

Hospice Home Health Contract

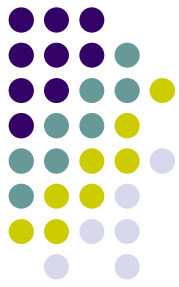


- Admission Agreement
 - Exclusive agreements
 - Resident choice: HH or Hospice agency must be willing to sign a contract with the assisted living facility



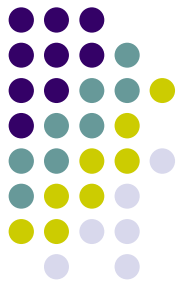
Contract Nursing Services

- Provides a clear and mutual understanding between the facility and the nurse of what the nurse is agreeing to do.
 - 90 day assessments
 - Available to staff by telephone
 - Changes of condition
 - Recommendations
 - Resident and facility staff Education
 - Follow-up on recommendations
 - Delegation
 - Medication Orders
 - Self Administration Assessments



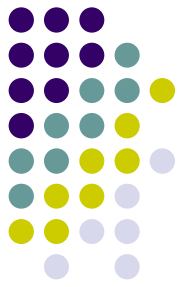
Contract Nursing Services

- Facility Policies
 - How staff are to respond to medical situations when nurse is not present
- Admission Agreement
 - Disclosure to family level of nursing in building
 - Limitations and circumstances that will require transfer



Using Agency Staff

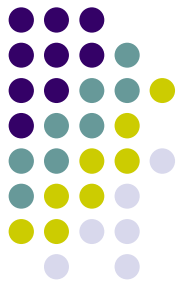
- Contract Guarantees staff qualifications
 - Criminal background check
 - CPR
 - Age
 - Infection control training
 - Reporting Abuse and Neglect



Using Agency Staff cont.

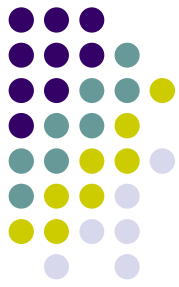
- Specialized Training
- Agency responsible for personnel record
- Availability of records to facility

Using Agency Staff Facility Practices



- Agency staff work under supervision until oriented to facility/residents
- Medication Aids
 - Certified
 - Facility nurse delegates
 - Familiar with residents
 - Safeguards

Notes from Consultant.....



You Can't Win if You Don't Know the Rules!

- ✓ Know the rules.....Keep a current copy of the IDAPA Rules for Residential Care or Assisted Living Facilities in Idaho. Refer to them when issues arise.
- ✓ Review the rules for Outside Agencies (see resources)
- ✓ Refer to Technical Assistance programs on Facility Standards website
- ✓ Keep informed of changes to rules/interpretations via Informational Letters from Dept.
- ✓ Continued education through IHCA and others

Notes from Consultant....

Not ALL Assisted Living Facilities are Created Equal....Know Your Strengths/Limitations



- ✓ Identify what you can do....and do it well.

Location

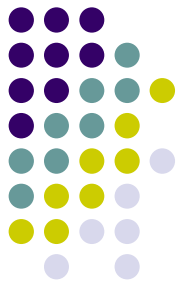
Staffing Availability

Knowledge of Staff

Outside Agencies

Community Support

Resident/Family/Interagency Communication

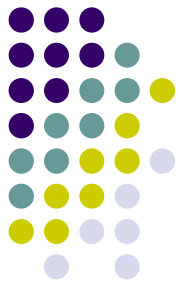


Notes from Consultant

- Practice Truth in Marketing....

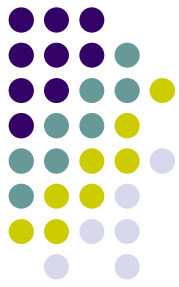
Under promise and over deliver !!!!

- ❖ Avoid complaints from residents/families
- ❖ Avoid survey citations for inadequate care
- ❖ Provide safe, secure environment for resident



Notes from Consultant

- “You can stay here FOREVER....”
- **“Aging in Place” is not ALWAYS possible!**
- **Be careful what you promise....**
 - ❖ **Avoid misunderstandings, complaints, legal and survey issues!!**
 - ❖ **Some residents WILL require more services than you can provide. Prepare your new residents for that possibility.**

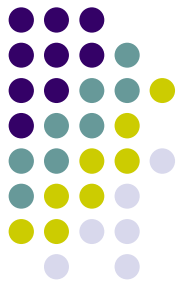


Notes from Consultant

- Policy and Procedure Development
 - Refer to the Technical Assistance Packet available from H/W for easy to use checklists

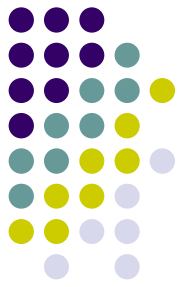
Refer to AHCA/NCAL for Assisted Living Resource Guides

Surveyors will hold you to your policies!!



Notes from Consultant

- Admission Agreement
 - Review and Revise with new rules/today's discussion points.
- ✓ Include acceptable admission information
- ✓ Include information about admission, discharge and transfers
- ✓ Include information about how emergencies will be handled
- ✓ Include staffing patterns and qualifications of staff on duty

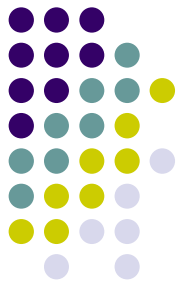


Notes from Consultant

UAI and NSA

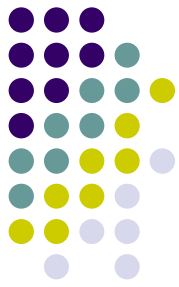
Accurate description for Resident..TODAY?

- ✓ What is needed?
- ✓ When is it needed?
- ✓ Who will provide it?
- ✓ How will it be provided?



Notes from Consultant

- Education of Staff (House and Agency)
 - Refer to IDAPA Rules for required education
 - Adequate Orientation and Ongoing Ed
 - NSA requirements....Delegation/Education
 - Change of Condition....new expectations
 - Agency Staff need to know your P/P and residents....and how to care for them.



Notes from Consultant

- Nursing Delegation
 - ✓ Refer to the Idaho Nurse Practice Act
 - ✓ Does Nurse understand responsibilities?
 - ✓ Does P/P outline how delegation process occurs in facility?
 - ✓ Can Outside Agency staff delegate to facility staff? Is that in your P/P?

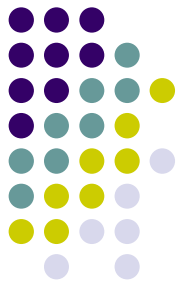


Notes from Consultant

- Dealing with HH/Hospice/Agency Staff

Take Charge...Your License Depends on it!

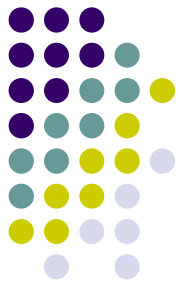
- ✓ Know what is expected of the facility by H/W
- ✓ Know what is expected of the Outside Agency
- ✓ Include your expectations in the contract
- ✓ Hold a care conference with the resident and family to participate in the coordination of services



Notes from Consultant

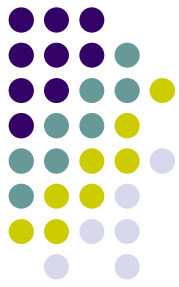
Know What the Agency is Up To.....

- ✓ Review the Plan of Care
- ✓ Review daily notes...know what they are saying about you and what they are doing in the facility....Wounds, care issues, education of staff, complaints of resident.
- ✓ Facility staff must be aware and be involved with resident care issues (Open sores, increase in confusion, need for more pain medication, antipsychotics, siderails)
- ✓ Don't be afraid to contact agency for issues not handled according to rules or contract. Hold them accountable.



Notes from Consultant

- Hospice or HH Residents may need....
 - Suctioning or other specialty care...who does that?
 - Airbed with Siderails... will your license allow that?
 - Psychoactive Medications...are you aware of rules?
 - Frequent Nursing Assessment/Care...Who does it?
 - Increased supervision...Can your staff provide this?
 - More help with ADLs, incontinence, fall risk etc...
 - Change in Diet and meal plan...Can you adapt??
 - Medication Administration vs. Assistance. (WHO will be available? Does your nurse need to be there 24/7???)



Notes from Consultant

- Preparing for Emergency Situations
 - ✓ Know your resident's health status
 - ✓ Know the resident's code status/Advanced Directives....Doesn't always apply!!!!
 - ✓ Anticipate incidents/accidents/decline in condition
 - ✓ Have facility policies/procedures for dealing with resident changes
 - ✓ Know who has CPR and First Aide Training on each shift. Check supplies and P/P

Notes from a Consultant--- Dealing with a Dying Resident



“Comfort Care is not a Standard of Practice...”

- ✓ Residents/Families/Staff/Agencies have different views
- ✓ Define what resident desires for End of Life care
- ✓ Review rules.....determine if facility can deliver desired care
- ✓ Are there agencies available to assist in coordination of services to provide desired care?
- ✓ Be careful what you promise....Document plan in NSA
- ✓ When questions/concerns or ethical issues arise, use your resources and document your efforts!